



Complaints Handling Policy

Version 7.1



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Definitions

ACCET - Accrediting Council for Continuing Education and Training- this is the accrediting body for US Centres

British Council - Accrediting body for UK Centres

English UK - Membership organization for UK based Centres

FELTOM - Federation of English Language Teaching Organisations Malta – Accrediting body for Malta Centre

Languages Canada - Accreditation body and membership organization for Canadian Centres

EDU SA - Membership organization and for South African English language programs

ISI Independent Schools Inspectorate - UK Government approved inspectorate responsible for the inspection of Association independent schools

Rationale & Scope of the Policy

This policy is aimed to support a culture of openness and transparency where customers have the opportunity to give formal feedback. This policy is to provide our customers with clear process for advancing concerns and grievances to management.

The goal of this policy is to outline the standard for managing complaints received outside of the student feedback surveys. For details on how to respond to student surveys, please refer to the Student Feedback Survey Policy and the Student Survey Response Procedure (see the reference section)

This policy applies to all schools and centres. Regional variation based on local accreditation and/or membership program regulations are noted and centres should use the supporting documentation according to their region.



Policy Statements

1. Orientation

- 1.1 During the orientation on the students' first day, the Centre Director and the Academic Director will explain to students the importance of providing EC with feedback.
- 1.2 The orientation will encourage students to speak to a member of staff immediately if they have any concerns or complaints.
- 1.3 The orientation will inform students of the survey process but also introduce key staff should students wish to express a concern outside of the survey process.
- 1.4 During the orientation, students will be informed of the student complaint form and where to ask for this form. Students will also be informed of the complaint process. For details on the escalation process see the Complaint Handling SOP (see the reference section)
- 1.5 In addition to providing this information in the welcome orientation, the complaint process will be detailed in the student handbook.
- 1.6 Reminders of where and how to contact staff with complaints will be posted throughout the Centre.

2. Turnaround time for complaints

- 2.1 After a complaint has been assigned to the appropriate department, the allocated representative will resolve the complaint within 48 hours.
- 2.2 If a resolution is not available, the issue will be escalated as soon as possible (but no later than 48 hours). This should be done in accordance with the escalation procedure and time frame noted in the Complaints Handling SOP.
- 2.3 Each escalation step will resolve or further escalate the complaint within 24 hours.

3. Accreditation compliance

- 3.1 EC will comply with all regional accreditation, licensing and legislative requirements regarding complaints handling. Further information can be found in relevant accrediting body standards.

4. Compensation

- 4.1 Centre Directors are authorized to approve compensation of up to £/\$/€50 without the approval of their DOO.
- 4.2 Compensation of over £/\$/€50 requires the approval of the DOO for the region.



5. Revision

- 5.1 This policy will be reviewed on an annual basis to allow for any changes in legislation, accreditation standards or company policies or procedures. Modifications and additions are not to be considered as a review.



Roles and Responsibilities

The following section outlines the roles and responsibilities of all EC staff together with role specific responsibilities in relation to this policy.

All staff

While students should be encouraged to speak to the appropriate member of staff with their concern, any member of staff must be able to assist a student with their complaint and only redirect them if absolutely necessary.

Complaints that are not initially resolved must follow the escalation process outlined in the Complaint Handling SOP.

All staff should:

- Read, understand, and adhere to EC's Complaints Handling Policy and Procedures including any regional accreditation or legislative requirements.
- Be ready to assist any customer with their complaint in a polite, friendly manner.

Operational Leadership

The Operational leadership is responsible for the approval of and reviewing the effectiveness of this policy.

The Operational leadership will ensure that:

- EC has a Complaints Handling policy in accordance with relevant legislation and accreditation standards and this is regularly reviewed.
- Centres have procedures in place for dealing with complaints.

Director of Operations (DOO)

The Director of Operations will:

- Be responsible for monitoring the student satisfaction and complaint process and procedures in their region.
- Together with the compliance team, be responsible for understanding the local/regional accreditation and other regulatory body requirements regarding complaints.
- Ensure that the Centre Directors are compliant with this policy and any other applicable local/ regional body requirement through regular inspections and reviews.
- Assess and authorise any compensation over £/\$/€50



Centre Director

The Centre Director will:

- Hold overall responsibility for complaints handling in their Centre.
- Be responsible for ensuring that all staff are informed of this policy and any related procedures.
- Be aware of any regional accreditation or legislative requirements regarding complaints handling.
- Ensure their team has a good understanding of the accreditation expectation, policy and procedures relating to their complaints regulations - applicable to their school.
- Handle any compensation claims and liaise with their DOO on this matter.

Director of Studies

The Director of Studies will:

- Assist the Centre Director in ensuring that all academic staff are informed of this policy and any related procedures.

Related documents:	<ul style="list-style-type: none">• Record of Discussion Form• Student Complaint Form• ACCET Student Complaint Notice
Related SOPs:	<ul style="list-style-type: none">• SOP 148 - Complaints Handling Procedure
Related Policies:	<ul style="list-style-type: none">• ACCET/Accreditation/Policy• Student Feedback Survey Policy
External Links:	<ul style="list-style-type: none">• ACCET Complaint Process• English UK Complaints Procedure• Inspection Framework• ISI Inspection Guidance• British Council Standards• Language Canada Standards• FELTOM Accreditation Standards